

The Indispensable Personal Assistant

Course Overview

FOR: Executive Assistants, Personal Assistants, Senior Secretaries and Team Leaders who need to develop the skills the course covers

COURSE OBJECTIVES: The course is designed to build confidence in interacting with Managers, clients and team members. Participants are shown how to take ownership, communicate effectively, be positive role models and deal with issues in a timely manner. The course is interactive, provides opportunities to ask questions and discuss current role challenges.

CONTENT:

The PA Role - an overview of the PA position and key role responsibilities.

Problem Solving - dealing with issues in a timely manner, clarifying expectations, problem solving model and worry control techniques.

Developing the Leader in You - modelling the way, team dynamics, better communication and how to deal with difficult situations.

Working Styles - gain greater understanding of team dynamics, personality styles and how to work effectively with others when their personality temperament/working style is very different to yours.

Handling Stress & Coping with Pressure - identify and learn how to manage personal stress triggers. Proven techniques which can be easily applied in the workplace to maintain alertness, productivity and minimise the impact of stress and pressure.

Course is 1 day – start time 9am, finish 4pm

Fee: \$525+GST

- If you attend this course and **The Exceptional Secretary** course, you receive a **10% discount** on the course fee of both courses – attendance conditions apply.

Course dates for Auckland:

24 March, 17 June, 16 September 2010

- **This course is limited to 10 participants. Early registration is vital.**

We can present this course in-house for you and tailor the content to meet your learning & development objectives.

PRELIMINARY BOOKING FORM

Print this form, complete it and authorise where indicated. Please print clearly.
Then return to us by fax to: (+64 9) 360 2180 or email to admin@innovativetraining.co.nz

Name of Attendee: _____ Position: _____

Phone Number: _____ Email: _____

Company/Organisation: _____

Postal Address: _____

Please tick which course you would like to attend or your staff member to attend:

- | | |
|---------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Developing the Leader in You | <input type="checkbox"/> Handling Stress and Coping with Pressure |
| <input type="checkbox"/> Time Management for Managers | <input type="checkbox"/> Dealing with Difficult People and Situations |
| <input type="checkbox"/> Business Writing | <input type="checkbox"/> The Exceptional Secretary |
| <input type="checkbox"/> Presentation Skills - Fundamentals of Presenting | <input type="checkbox"/> The Indispensable Personal Assistant |
| <input type="checkbox"/> Presentation Skills - Dynamic Presentations | <input type="checkbox"/> Excellent Frontline Customer Service |

Course Date: _____ Course Fee: _____

Which parts of the course are of particular interest? (Refer to course outline)

**This is a Preliminary Booking form which does not guarantee a position on the course.
On receiving this form, we will let you know if there are still positions available.
Then we will send an invoice and course location details, start time, finish time etc.**

Cancellations, Refunds, Transfers

Please read the following statement before authorising this booking:

"I have read the course outline and accept responsibility for the relevance of the content. I understand that no refund will be made for cancellations received within 10 working days of course date and that notice to cancel is to be given in writing. I understand that if the person booked cannot attend, another staff member can take their place, and that, in the event that the course does not run, a full refund applies."

Authorising signature: _____ Name & Title: _____

Contact phone: _____ Email: _____